CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D316) DSCB Computer and Lab Equipment Support

   TA No: 317-Rev1
   Task Area Monitor: **Alternate Task Area Monitor:**
   NASA POC: **Software Control Class:**   Low Control
   Type of Task: Recurring Task

2. **BACKGROUND**

   The Dynamic Systems and Control Branch maintains a number of laboratory and high-performance computer systems which do not fall under the ODIN Desktop support. This task is for system administration support on these systems, as well as hardware support and configuration management.

3. **OBJECTIVE**

   The task shall provide system administration support (security patches, upgrades and backups) to government owned laboratory computers, legacy computer systems, and high-performance servers. It shall also provide hardware troubleshooting, recommended hardware upgrades, and perform compatibility testing. Finally the task should provide configuration management and inventory control of equipment, particularly electronics equipment which may be installed and moved between computers to support laboratory tests.

4. **GENERAL IT SUPPORT SERVICES**

   Services Specified Through Exhibit A:
   Services will include: System Administration, IT Security Administration, Hardware Maintenance, System Software Maintenance, Applications Management, Customer Support, and IT Consultation.

   Refer to Exhibit A, Inventory of Equipment and Software.

   The service of IT Security Administration shall be provided for those general support systems (see NPG 2810.1) for which the box indicating IT Security Administration Required is checked in Exhibit A. The level of security shall be consistent with the information category identified for each such system.

   Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Exceptions and Additional Requirements:
Centralized asset management tools will not be required, but can be used, for this configuration management activities in this task.

For systems that are covered under vendor or third-party hardware or software maintenance contracts, initial diagnosis of problems or failures shall be conducted by the Contractor, and the maintenance contractor shall be contacted by the Contractor for problem resolution. Hardware maintenance shall not include acquisition of replacement parts, but quotes for replacement parts will be obtained from vendor or third-party sources and provided to NASA branch point of contact for procurement. System Software Maintenance shall not include acquisition of software upgrades, but quotes for replacement parts will be obtained for the vendor or third-party sources and provided to the NASA branch point of contact for procurement.

Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment, where applicable. Contractor shall support proper disposal of old equipment, including hard-drive cleaning, arrangement of transportation, and inventory control paperwork.

Contractor personnel will be located on-site in the DSCB branch office area. Server based computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations will be monitored outside of normal working hours and problems will be reported to designated persons who will respond and initiate correction of the problem.

The task shall be responsible for managing and maintaining an Organizational Unit(OU) in the Langley Active Directory Structure. The management maintenance of this OU shall consist of setting up the top level structure and populating it with machines and associated user accounts maintained under this task.

General IT Support Services Performance Metrics
<u>Performance Standard</u>: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.
<u>Performance Metrics</u>:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Users rate operation and help in use of the applications less than

satisfactory.

<u>Performance Standard</u>: Archiving schedules are met and data and systems are ready to restore databases on short notice.

<u>Performance Metrics</u>:

Exceeds: Archiving schedules are done as described in the archive schedule. Data is restored within 4 business hours. Data restored is 100% accurate and available to the customer. Semi-annually disaster recovery tests are held and initiated by the Contractor and confirm readiness for disaster recovery.

Meets: Archiving schedules are met. Data is restored within 6 business hours. Data restored is 100%accurate and available to the customer. Annual disaster recovery tests are held and initiated by the Contractor and confirm readiness for disaster recovery.

Fails: Archiving schedules are not adhered to as described. Data is restored after 8 business hours. Data restored is less than 100% accurate and available to the customer. Data is not available to the customer. No disaster recovery schedules are held.

<u>Performance Standard</u>: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

<u>Performance Metrics</u>:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

<u>Performance Standard</u>: The systems to which these services apply are kept up to date with minimum disruption in capability due to upgrades. Minimum disruption is defined as an inoperable server for more than six (6) business hours.

<u>Performance Metrics</u>:

Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without distuption; or "meets" and improvements to systems are recommended and adopted. Databases and systems are restored within 3 business hours of disruption.

Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions. Databases and systems are restored within 6 business hours of disruption.

Fails: Any of the requirements of this section are not satisfied. Databases and systems are restored more than 6 business hours after disruption.

<u>Performance Standard</u>: The security of systems and data that fall under this TA is ensured.

<u>Performance Metrics</u>:

Exceeds: The system meets the baseline IT security requirements for the information category of the system; there are no unpatched

vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management, and approved by the LaRC IT Security Manager; security controls are followed in accordance with the IT System Security Plan for the System; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of incident after they are discovered; user accounts are removed by the close of business of the day that the requirement for an account is terminated and notification is received.

Meets: All baseline IT security requirements for the information category of the System are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; security controls are followed in accordance with the IT System Security Plan for the System; user accounts are removed within one week of the termination of the requirement for an account and notification is received; and any IT Security incidents are reported to the LaRC IT Security Manager within 2 hours of incident after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category of the System and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; security controls are not properly followed; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

Performance Standard: Inventory of equipment and software is up-to-date and accurate.

Performance Metrics:

Exceeds: Semi-annual audit finds no deviations from the actual configuration; or improvements have been made to the configuration management system.

Meets: Data format is satisfactory, semi-annual audit finds only minor deviations from actual configuration. The tracking log is up-to-date.

Fails: Equipment status and configuration is unknown when in use. Inventory controlled equipment is unable to be located.

Performance Standard: IT consultations regarding new systems and applications meet customer needs. Required reports are accurate and complete.

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Recommendations are made and adopted. Schedules are met.

Meets: Consultation and reports address requirements adequately. Schedules are met.

Fails: Consultation does not lead to satisfactory decisions and the government finds that critical information has been overlooked.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

None

11. PERIOD OF PERFORMANCE

This TA is effective from 06/01/09 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

Services rendered should balance quality and timeliness, with a bias towards maintaining
schedule.

Quality: 40%   Timeliness: 60%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor
hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.